

August 2, 2002

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission (FCC)  
445 12<sup>th</sup> Street SW, TW-A325  
Washington, DC 20554

Re: Ultratec's Petition on CapTel – Docket 98-67

Since I have been testing the wonderful CapTel, I am sending my comments to you in support of Ultratec's petition to the FCC on the offering of CapTel service.

I learned about CapTel from a friend who is also hearing impaired. I immediately emailed Ultratec to request a CapTel to test and received one a few days later. I love this phone! I have a cochlear implant, which I received in 1995, but I still cannot understand everyone on the phone. The relay service is a wonderful thing but being able to hear the person I am calling makes my phone calls a much more pleasant experience. I can understand some of what is being said, for one thing, but if I miss something, it is right there for me to read. And also, I do not need to keep saying "go ahead." The calls are completed much more quickly. I think this makes it nicer for the person I am calling, also. I also love being able to dial directly the number I am calling, without calling the relay and giving the number to them and waiting for the call to be completed. Of course, I have shown the phone to all my family and friends and explained to them how it works and they think it is great! I have also made calls to make appointments or reservations, etc and have explained to them how the phone works. So many people have commented to me what a wonderful invention this is. I cannot impress upon you enough how much I would like to see the CapTel become a permanent full-time service!

In closing, I would like to say that the CapTel should be recognized by the FCC as a reimbursable TRS service. To me it is the most wonderful invention since closed-captioning!

Sincerely,

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